



STATE OF INDIANA

Request for Proposals 10-92

ADDENDUM 2

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf Of

The Family and Social Services Administration

Solicitation For:

Maintenance and Support Services

Response Due Date: August 11, 2010

Stephanie Taylor, Senior Account Manager
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W478
Indianapolis, IN 46204

RFP-10-92
Addendum 2
July 15, 2010

1. The following documents have been added to the Bidder's Library (Attachment G):

- Software Management Plan
- ICMS Report Analysis
- Cost Share Calculation & Billing Modules As-is Architecture
- Comprehensive Survey Tool As-is Architecture
- Medicaid Billing Module As-is Architecture
- NAPIS Reporting Module As-is Architecture
- Quality Improvement Module As-is Architecture
- Interfaces Reference
- Interfaces

2. The deadline to submit proposals has been extended to August 11, 2010. The revised key dates are listed in the table below:

Table 2. Key RFP Dates:

Activity	Date
Issue of RFP	June 21, 2010
Pre-Proposal Conference	June 28, 2010
Deadline to Submit Written Questions	June 30, 2010
Deadline to Submit Non-Disclosure Agreement	June 30, 2010
Response to Written Questions/RFP amendments	July 15, 2010
Submission of Proposals	August 11, 2010
<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	TBD
Proposal Discussions/Clarifications (if necessary)	TBD
Oral Presentations (if necessary)	TBD
Best and Final Offers (if necessary)	TBD
Contract Award	TBD

3. The following revisions have been made to Section Two of the RFP document:

2.2.5 ~~Principal Place of Performance~~

~~The principal place of contract performance will be at 132 E. Washington Street, Indianapolis, IN 46220. State hours are from 7:00 am to 5:30 pm, LOCAL TIME, Monday through Friday (Holidays excluded), and the Respondent shall have staff available during those hours.~~

2.2.5 Principal Place of Performance

Vendor may choose to house helpdesk and development staff offsite, but within the state of Indiana. The state will require certain key vendor personnel to be housed at the Indiana Government Center campus.

State hours are from 7:00 am to 5:30 pm, LOCAL TIME, Monday through Friday (Holidays excluded), and the Respondent shall have staff available during those hours.

2.4.5.5 Software and Hardware Infrastructure Support

FSSA supports an environment that includes a variety of hosting configurations as well as application configurations and languages. Most of the systems supported are hosted on servers located with and maintained by IOT. FSSA is also responsible for utilizing and supporting applications in collaboration with other teams and vendors and for the support of local applications installed at offices distributed around the state. As a result, ~~FSSA is required to provide the following services:~~

- Liaise with other supporting organizations and third party vendors (IOT, DTS, IBM, etc.) in order to insure infrastructure support is as efficient and effective as possible
- Support distributed applications at field offices
- Provide application installation services as needed locally and at field offices

Please describe the Vendor's experience establishing and maintaining infrastructures to support varied systems and applications. Please identify the number of years the Vendor has been providing these services and the number of clients the Vendor has supported during this time.

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- Liaise with other supporting organizations and third party vendors (IOT, DTS, IBM, etc.) in order to insure infrastructure support is as efficient and effective as possible
- Support distributed applications at field offices

- Provide application installation services as needed locally and at field offices

Please describe the Vendor's experience establishing and maintaining infrastructures to support varied systems and applications. Please identify the number of years the Vendor has been providing these services and the number of clients the Vendor has supported during this time.

2.4.7.6 Responsibilities of the State

General responsibilities of the State related to this contract shall include, but will not be limited to the following:

- Subject to the State's security regulations, the State shall provide the selected Vendor with full access to the systems to be maintained.
- The State will provide adequate working space, including heat, light, ventilation, electrical current and outlets, for use by ~~the selected Vendor's personnel~~.
- The State will provide office furniture to include desks and chairs, and workstations to include computers and monitors for use by ~~the selected Vendor's personnel~~.
- At the State's discretion, the State will provide the selected Vendor with State owned licenses or rights to tools and software that the Vendor deems necessary to provide Maintenance and Support for the applications and interfaces identified in section 2.4.

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General responsibilities of the State related to this contract shall include, but will not be limited to the following:

- Subject to the State's security regulations, the State shall provide the selected Vendor with full access to the systems to be maintained.
- **At the State's discretion**, the State will provide adequate working space, including heat, light, ventilation, electrical current and outlets, for use by the **Vendor's selected key personnel**.
- **At the State's discretion**, the State will provide office furniture to include desks and chairs, and workstations to include computers and monitors for use by the **Vendor's selected key personnel**.
- At the State's discretion, the State will provide the selected Vendor with State owned licenses or rights to tools and software that the Vendor deems necessary to provide Maintenance and Support for the applications and interfaces identified in section 2.4.